APPRENTICESHIP

LEVEL 2 DIPLOMA IN BUSINESS ADMINISTRATION (QCF) 10383

RESOURCES LINK

NOVEMBER 2014

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Oxford Cambridge and RSA

WELCOME

Resources Link is an e-resource, provided by OCR, for teachers of OCR qualifications. It provides descriptions of, and links to, a variety of independent teaching and learning resources that you may find helpful.

In Resources Link you will find details of independent resources, many of which are free: where this is the case this has been indicated.

If you know of other resources you would like to see included here, or discover broken links, please let us know. We would also like to hear from you if have any feedback about your use of these, or other, OCR resources. Please contact us at resourcesfeedback@ocr.org.uk.

We leave it to you, as a professional educator, to decide if any of these resources are right for you and your learners, and how best to use them.
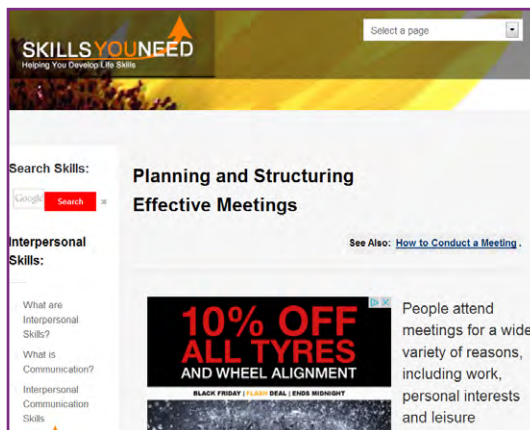
We'd like to know your view on the resources we produce. By clicking on the 'Like' or 'Dislike' button you can help us to ensure that our resources work for you. When the email template pops up please add additional comments if you wish and then just click 'Send'. Thank you.

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Planning and structuring effective meetings

Information about different types of meetings and how to plan and prepare for them.

Supports:	Unit 2 - Principles of providing administrative services
Cost:	Free
Format:	Webpage
	http://www.skillsyouneed.com/ips/meetings.html

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Types of business travel

This Level 3 BTEC National Diploma unit gives a comprehensive overview of different types of business travel. It is aimed at Level 3 learners so the detail could provide a stretch for Level 2 learners but the overview is useful.

Supports: Unit 2 - Principles of providing administrative services

Cost: Free

Format: Webpage

http://www.tandtpublishing.co.uk/v/vspfiles/downloadables/Sample_pages_Unit10.pdf

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How to plan your business travel

Step-by-step guide with pictures explaining the importance of confirming instructions and keeping records.

Supports:	Unit 2 - Principles of providing administrative services
Cost:	Free
Format:	Webpage
	http://www.wikihow.com/Plan-Your-Business-Travel

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Business travel news

The online magazine for those who arrange business travel and meetings.

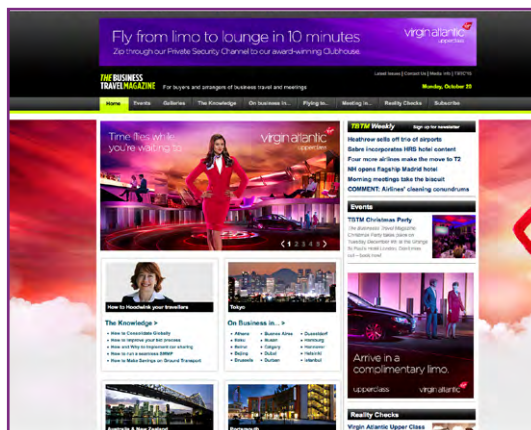|	
Supports:	Unit 2 - Principles of providing administrative services
Cost:	Free
Format:	Web magazine
	http://www.thebusinesstravelmag.com/index.php/

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Planning activities and resources

PC World review three different ways of organising activities using mobile phone apps Keep, OneNote and Evernote.

Supports:	Unit 2 - Principles of providing administrative services
Cost:	Free
Format:	Webpage

http://www.pcworld.com/article/2031818/google-keep-vs-onenote-vs-evernote-we-name-the-note-app-winner.html
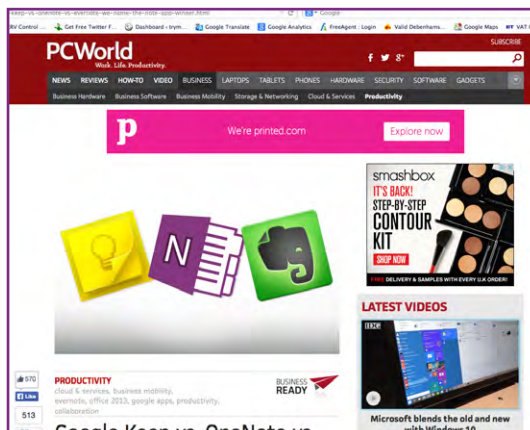
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Using outlook to manage diaries
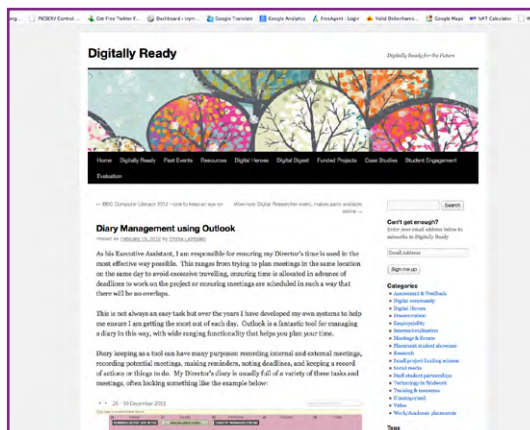
This is a blog from an Executive Assistant within a university explaining how she uses outlook.

Supports:	Unit 2 - Principles of providing administrative services
Cost:	Free
Format:	Online blog

http://blogs.reading.ac.uk/digitallyready/2012/02/15/diary-management-using-outlook/

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Features of hard copy and electronic diary systems

A brief article by Laura M Stack MBA, the Productivity Pro, with a list of advantages and disadvantages for hard copy and electronic diary systems, including a reminder not to use both.

Supports:	Unit 3 - Principles of business document production and information management
Cost:	Free
Format:	Webpage
	http://www.theproductivitypro.com/FeaturedArticles/article00027.htm

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Use office equipment effectively

This website gives sample forms for keeping an inventory of office equipment and a maintenance checklist for PCs to prevent loss from theft and wear and tear. For basic use of office equipment see Resource Links for Level 1 Business Administration – Unit 6 Principles of business administration.

Supports: Unit 2 - Principles of providing administrative services

Cost: Free

Format: Webpage with links to other e-learning resources.

http://www.smetoolkit.org/smetoolkit/en/category/958/Office-Equipment

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Keeping waste to a minimum

This webpage explains the benefits of reducing, re-using and recycling in a business environment with a specific link to another page entitled 'Waste Reduction in the Office'. Other guides are listed in the Resources Links for Level 1 Business Administration, Unit 2 – Principles of working in a business environment.

Supports:	Unit 2 - Principles of providing administrative services
Cost:	Free
Format:	Webpage

http://www.lesswaste.org.uk/index/business_waste-2/business_waste_saving_and_benefits.htm

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Mail services
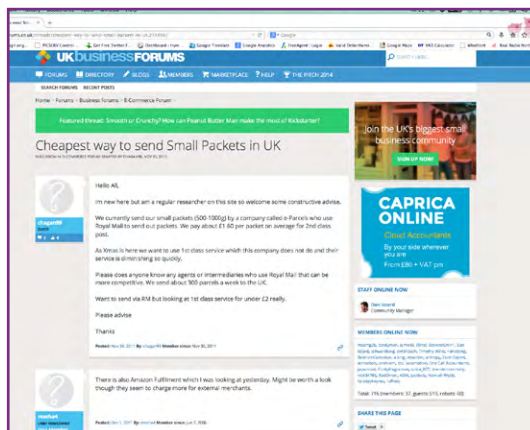
This is a UK business forum where you can follow a range of conversations about best business practice or login for free if you want to ask questions such as 'What is the cheapest way to send small packages in the UK?'. Also see range of resources listed in the Resource Links for Level 1 Business Administration, Unit 6 Principles of business administration.

Supports:	Unit 2 - Principles of providing administrative services
Cost:	Free
Format:	Web forum

http://www.ukbusinessforums.co.uk/threads/cheapest-way-to-send-small-packets-in-uk.235856/

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Customers and customer service
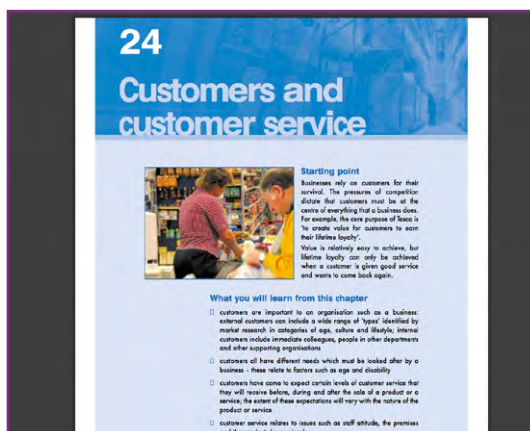
This chapter explains the different types of customer including internal and external and gives some good examples of each. It includes statistics that show 68% of customers leave due to poor customer service.

Supports:	Unit 2 - Principles of providing administrative services
Cost:	Free
Format:	Webpage
	http://www.osbornebooks.co.uk/files/as_app__bus_dbl_chapter_24.pdf

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Business Administration
Level 2 Diploma
Resources Link

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Business documents and store/retrieve information

Although written for the 2010 standards, the information is still relevant, for example the chapter on Unit 212 Produce Business Documents and Unit 219 Store and Retrieve Information. The textbook has definitions of key words and activities to test knowledge and develop skills. This is one of several NVQ textbooks.

Supports:	Unit 3 - Principles of business document production and information management
Cost:	RRP £23.99
Format:	Book ISBN-13: 978-1444123746

http://www.amazon.co.uk/OCR-Business-Administration-NVQ-Level/dp/1444123742

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Business documents
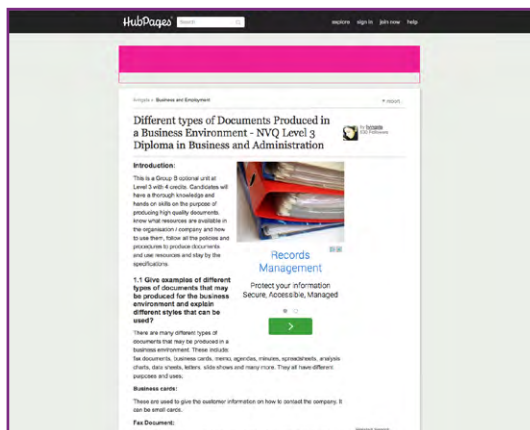
A good example of a learner's personal statement for Business Admin Diploma Level 3. It provides comprehensive coverage of the knowledge required to prepare business documents. Please ensure that this is used as a genuine learning resource and that learners do not copy this material.

Supports:	Unit 3 - Principles of business document production and information management
Cost:	Free
Format:	Webpage

http://livingsta.hubpages.com/hub/Produce-Documents-in-a-Business-Environment-OCR-NVQ-Level-3-Diploma-in-Business-and-Administration

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Use of Microsoft Word for document production
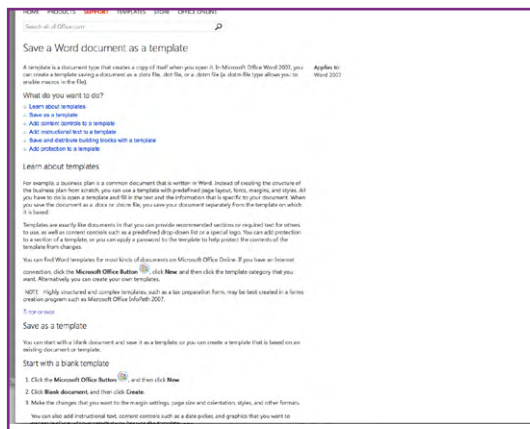
Microsoft tutorials are an excellent way to learn more about the software packages in everyday use. There are many tutorials on templates for business documents that will help learners develop their skills.

Supports:	Unit 3 - Principles of business document production and information management
Cost:	Free
Format:	Webpage

http://office.microsoft.com/en-gb/word-help/save-a-word-document-as-a-template-HA010030754.aspx

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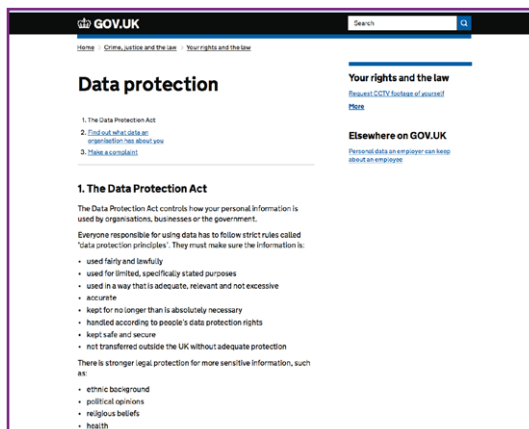
Data Protection

This site offers a very simple explanation of the Data Protection Act.
Also see: http://www.staffs.ac.uk/legal/privacy/10_rules/

Supports:	Unit 3 - Principles of business document production and information management
Cost:	Free
Format:	Webpage
	https://www.gov.uk/data-protection/the-data-protection-act

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Copyright law

The UKCCS provide a useful factsheet on UK copyright law.

Supports:	Unit 3 - Principles of business document production and information management
Cost:	Free
Format:	Webpage
	http://www.copyrightservice.co.uk/copyright/p01_uk_copyright_law

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Distribution channels
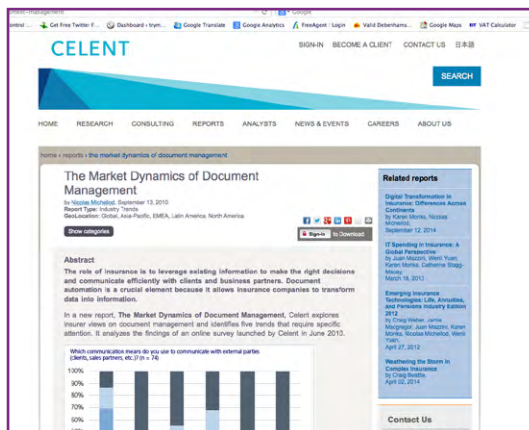
This website focusses on marketing but has a very useful survey on the different channels used to distribute documents. This could be a useful activity for learners to understand distribution channels in their own organisations. Other diagrams are available via google images.

Supports:	Unit 3 - Principles of business document production and information management
Cost:	Free
Format:	Webpage
	http://www.celent.com/reports/market-dynamics-document-management

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The art of filing

This article describes the importance of effective information storage and retrieval with some advice on best practice. Learners can subscribe to a free newsletter from Mindtools. com. There are links to many other interesting articles on business and management.

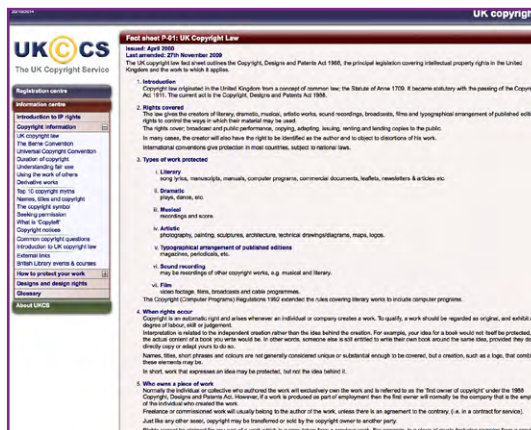|	
Supports:	Unit 3 - Principles of business document production and information management
Cost:	Free
Format:	Webpage
	http://www.mindtools.com/pages/article/newHTE_85.htm

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How to organise files and folders on your computer

This article is written with a bit of humour and a few pictures, although it is quite lengthy.

Supports:	Unit 3 - Principles of business document production and information management
Cost:	Free
Format:	Webpage

http://www.howtogeek.com/howto/15677/zen-and-the-art-of-file-and-folder-organization/

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Tickler file system
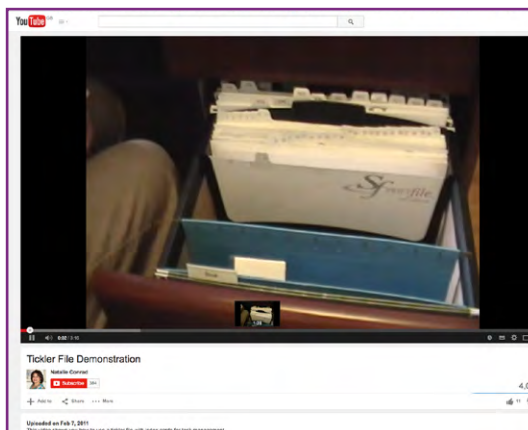
This 3-minute Youtube video clip demonstrates the use of a tickler filing system. May help to broaden learners' understanding of the range of filing systems beyond alpha-numerical.

Supports:	Unit 3 - Principles of business document production and information management
Cost:	Free
Format:	Youtube video clip
	http://www.youtube.com/watch?v=e-_Hl_Xaduc

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Physical vs digital storage
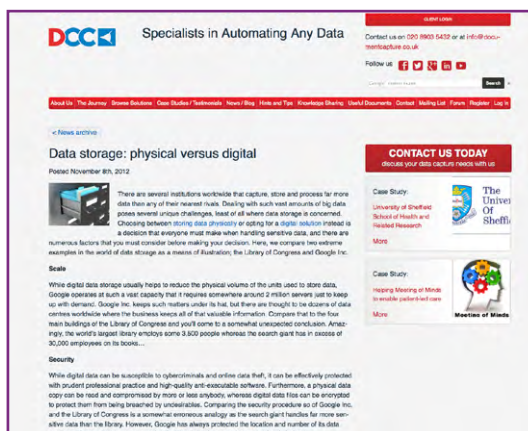
This short article highlights some of the features of physical and digital information storage by comparing The Library of Congress and Google Inc. Other fun comparisons can be found at http://visual.ly/physical-storage-vs-digital-storage that compares storage of music, DVDs and photos. Some fascinating statistics.

Supports:	Unit 3 - Principles of business document production and information management
Cost:	Free
Format:	Webpage
	http://www.documentcapture.co.uk/2012/11/data-storage-physical-versus-digital/

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How cloud computing works

A simple explanation with diagram to help learners understand cloud computing – the future of information storage?

Supports:	Unit 3 - Principles of business document production and information management
Cost:	Free
Format:	Webpage
	http://computer.howstuffworks.com/cloud-computing/cloud-storage.htm

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Legal requirements for storing business information

The HM Revenue & Customs website explains what records must be kept for tax purposes. It has many useful links and downloadable PDF factsheets.

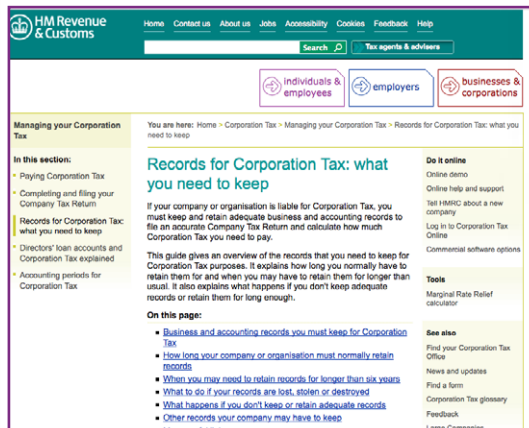|	
Supports:	Unit 3 - Principles of business document production and information management
Cost:	Free
Format:	Webpage
	http://www.hmrc.gov.uk/ct/managing/record-keeping.htm

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Difference between public, private, voluntary and non-profit-making organisations

This site gives brief differences in relation to customers and profit between the different sectors.

Supports:	Unit 4 – Understand employer organisations
Cost:	Free
Format:	Webpage

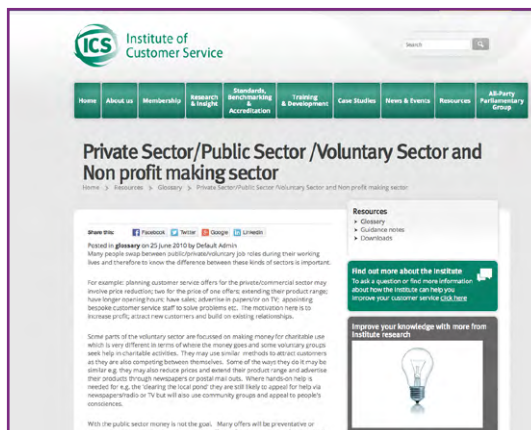https://www.instituteofcustomerservice.com/1848-4144/Private-SectorPublic-Sector-Voluntary-Sector-and-Non-profit-making-sector.html

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Organisational charts
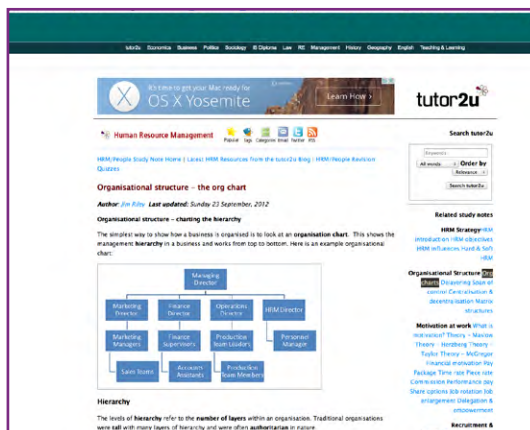
A simple introduction to organisational hierarchy and charts.

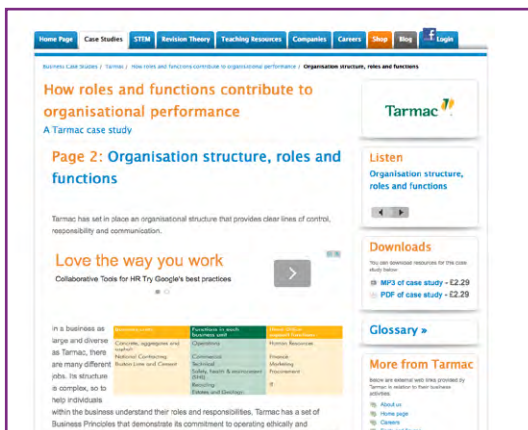|	
Supports:	Unit 4 – Understand employer organisations
Cost:	Free
Format:	Webpage
	http://www.tutor2u.net/business/people/org_chart.asp

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# Functions and hierarchy within an organisation

This Times 100 business case study for Tarmac shows the functions and hierarchy within the organisation. The article can be listened to on audio and downloaded in MP3/pdf formats. Learners can sign up for the e-newsletter. There are numerous case studies, business theory input and tutor resources on this website – a great source of good business practice from real companies.

Supports:	Unit 4 – Understand employer organisations
Cost:	Free
Format:	Webpage with audio, MP3 and PDF downloads.

http://businesscasestudies.co.uk/tarmac/how-roles-and-functions-contribute-to-organisational-performance/organisation-structure-roles-and-functions.html

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Business organisation, departments, functions
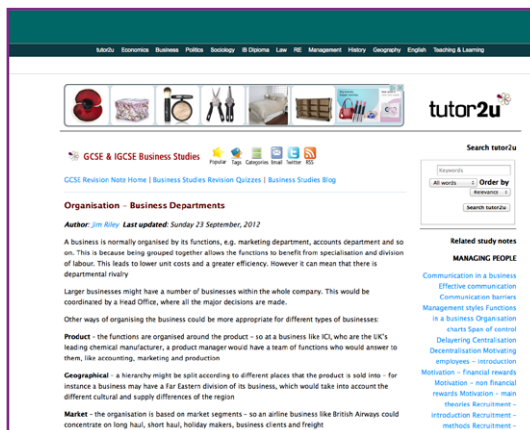
This GCSE Business Studies webpage explores organisational structures that are based not just on functions (marketing, finance, HR etc, but around a product, geography or the market. It has quizzes to facilitate interactive learning.

Supports: Unit 4 – Understand employer organisations

Cost: Free

Format: Interactive webpage

http://www.tutor2u.net/business/gcse/organisation_business_departments.htm

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Types of business organisation

The GCSE Business Studies revision guide presents information in a colourful, visual way, summarising key points in user-friendly language. GCSE specifications may vary slightly between awarding organisations but will all cover the main business concepts. Amazon will often let you look inside before buying.

Supports: Unit 4 – Understand employer organisations

Cost: RRP £4.95

Format: Book ISBN-13: 978-1847623140

http://www.amazon.co.uk/GCSE-Business-Studies-Revision-Guide/dp/184762314X

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Legal structures of organisations
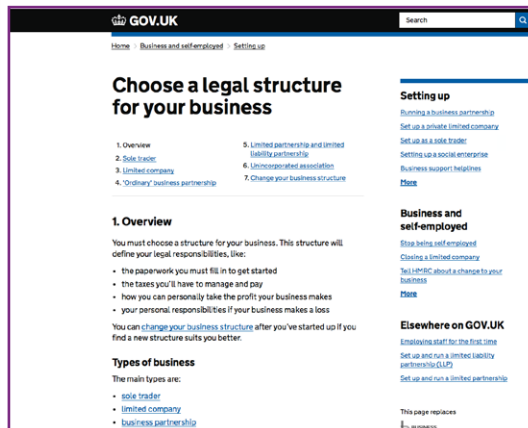
The GOV.UK website replaces Directgov and Business Link websites and provides up-to-date, clear and simple information for businesses. It assumes you want to set up a business but nonetheless give a good overview of legal structures.

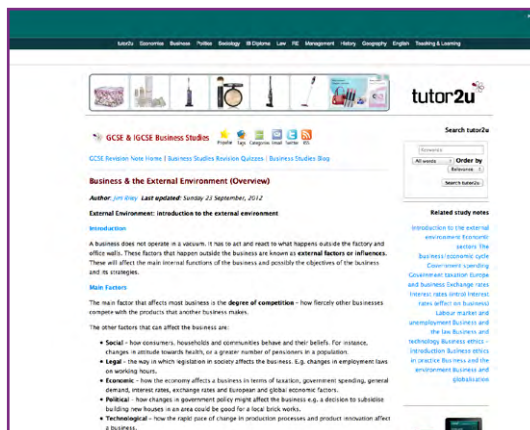|	
Supports:	Unit 4 – Understand employer organisations
Cost:	Free
Format:	Webpage
	https://www.gov.uk/business-legal-structures

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# Internal and external factors affecting the business environment

This GCSE Business Studies website gives a clear overview of the factors affecting the business environment. The site has links to a wide range of business studies resources including interactive games.

Supports:	Unit 4 – Understand employer organisations
Cost:	Free with links to subscription-based resources
Format:	Webpage
	http://www.tutor2u.net/business/gcse/external_environment_introduction.htm

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Internal, external influences and change
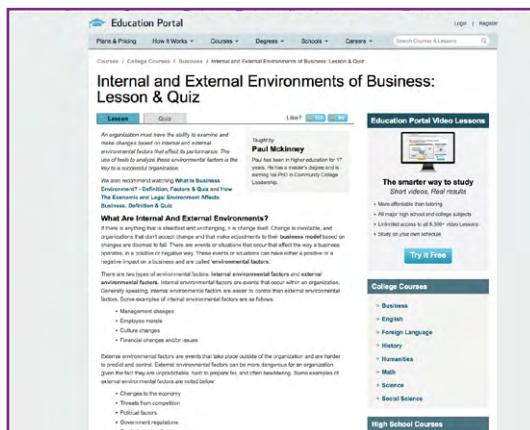
This US educational website supports college courses in business. This lesson focuses on factors influencing business, using a SWOT analysis and the importance of adapting to the changing environment. It is followed by video clips and quizzes. There are links to other topics.

Supports: Unit 4 – Understand employer organisations

Cost: Free

Format: Webpage with interactive video.

http://education-portal.com/academy/lesson/internal-and-external-environments-of-business-lesson-quiz.html

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SWOT analysis

This webpage explains SWOT, PEST analysis and Porter's Five Forces Model. It gives examples of completed SWOT analyses and a free downloadable template. It has links to other related topics. This website covers business theory and may provide a stretch for level 2 learners. However, it is accessible and written in plain English.

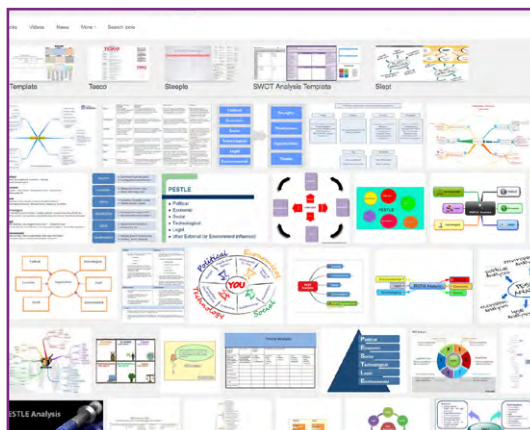|	
Supports:	Unit 4 – Understand employer organisations
Cost:	Free
Format:	Webpage
	http://www.businessballs.com/swotanalysisfreetemplate.htm

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Images of SWOT and PESTLE analyses

Useful images of completed SWOT and PESTLE analyses.

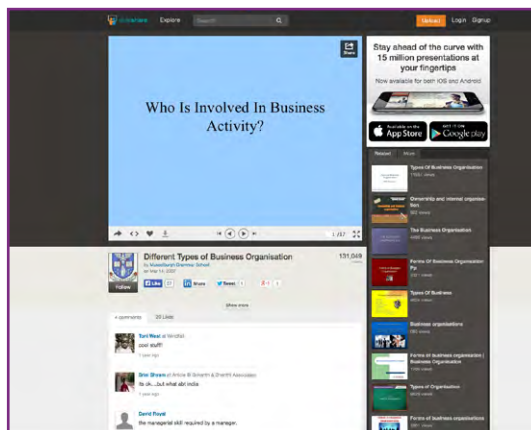|	
Supports:	Unit 4 – Understand employer organisations
Cost:	Free
Format:	Google images webpage

https://www.google.co.uk/search?q=pestle+analysis&rlz=1C1CHFX_en-GBGB451GB451&espv=2&tbm=isch&tbo=u&biw=1366&bih=667&oq=&gs_l=

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Sectors: public, private and voluntary (third)

This resource is a short PowerPoint presentation explaining the difference between business sectors.

Supports: Unit 4 – Understand employer organisations

Cost: Free

Format: PowerPoint Presentation

http://www.slideshare.net/BusEd/different-types-of-business-organisation

Legal structures for social enterprises at a glance

A rough guide to the legal structures most commonly associated with social enterprises. PDF and Word versions are available.

Supports:	Unit 4 – Understand employer organisations
Cost:	Free
Format:	Website

http://www.socialfirmsuk.co.uk/resources/library/legal-structures-social-enterprises-glance
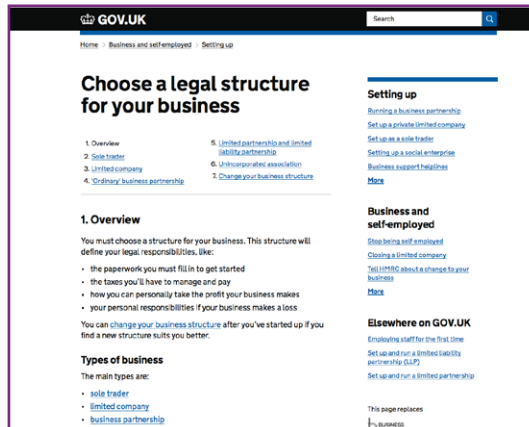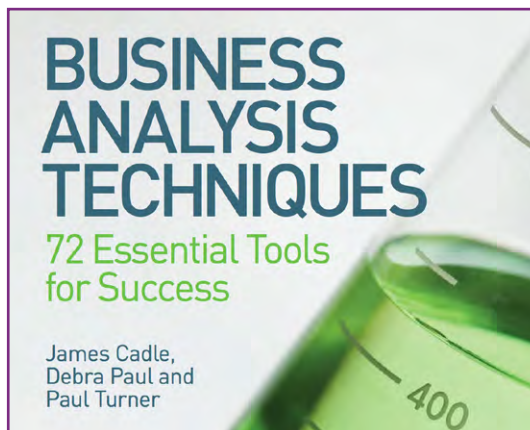
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Legal structures for voluntary and community groups

A guide to the various legal structures suitable for community groups.

Supports:	Unit 4 – Understand employer organisations
Cost:	Free
Format:	Website
	http://www.vawcvs.org/online-advice/legal-structures

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Choosing a legal structure for a new business

This website gives an overview of the various legal structures that apply to different types of businesses.

Supports:	Unit 4 – Understand employer organisations
Cost:	Free
Format:	Website
	https://www.gov.uk/business-legal-structures/overview

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at
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OCR
Oxford Cambridge and RSA

Business analysis techniques

A Chartered Institute of IT publication on 72 tools to use when analysing the business environment and its performance.

Supports:	Unit 4 – Understand employer organisations
Cost:	Free
Format:	PDF
	http://bcs.org/upload/pdf/business-analysis-techniques.pdf

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Resources Index

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Unit 4 – Understand employer organisations

- Difference between public, private, voluntary and non-profit-making organisations

- Organisational charts

- Functions and hierarchy within an organisation

- Business organisation, departments, functions

- Types of business organisation

- Legal structures of organisations

- Internal and external factors affecting the business environment

- Internal, external influences and change

- SWOT analysis

- Images of SWOT and PESTLE analyses

- Sectors: public, private and voluntary (third)

- Legal structures for social enterprises at a glance

- Legal structures for voluntary and community groups

- Choosing a legal structure for a new business

- Business analysis techniques

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